

## **COMMUNITY HEALTHCHOICES (CHC)**

### **OPERATIONS MEMORANDUM #2019-07**

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**SUBJECT:** 2020 CHC Agreement Participant Template Revisions

**TO:** CHC Managed Care Organizations (MCOs)

**FROM:** Bureau of Policy Development and Communications Management

**DATE:** December 16, 2019

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#### **PURPOSE**

The CHC Agreement, in Exhibit D – “Outpatient Drug (Pharmacy) Services,” Exhibit G – “Complaint, Grievance, and DHS Fair Hearing Processes,” and Exhibit V – “CHC-MCO Requirements for Provider Terminations,” requires CHC-MCOs to utilize Participant templates specified by the Department of Human Services (DHS) to notify the Participant when circumstances specified in the exhibits occur. This Operations Memorandum outlines the revisions made to those templates as part of the 2020 CHC Agreement.

#### **PROCEDURES**

Effective on the January 1, 2020 implementation date of the 2020 CHC Agreement, CHC-MCOs must have revised templates ready for use that incorporate the following updates DHS has made to Participant templates:

- The timeframes for Participant notification of a grievance or first level complaint review was revised from seven days to ten days.
- Language in the first sentence of Template G(10) was corrected to be consistent with Template G(6).
- Templates N(1) through N(8) were revised to reflect language and formatting changes requested by Participants and Advocates to enhance ease of reading and understanding for Participants.

- Template N(8) titled “Participant Request for Service Reduction, Termination, or Temporary Increase,” was revised to direct Participants to call their CHC-MCO to resolve any issues related to the requested change in service rather than filing a complaint or grievance. The complaint and grievance language was removed from the template, and the template has been removed from the denial template folder in DocuShare. The template has been renamed “Participant Request for Service Reduction or Termination, or Expiration of Temporary Services” and is now located in its own distinct folder.
- All templates were revised to include the effective date of the implementation of these revised templates, which is January 1, 2020.

Final versions of the templates are available at the following locations:

[DocuShare- https://www.dpwds.state.pa.us/docushare/dsweb/View/Collection-142082](https://www.dpwds.state.pa.us/docushare/dsweb/View/Collection-142082)

[CHC Website- https://www.dhs.pa.gov/HealthChoices/HC-Services/Pages/CHC-Supporting-Documents.aspx](https://www.dhs.pa.gov/HealthChoices/HC-Services/Pages/CHC-Supporting-Documents.aspx)

## **NEXT STEPS**

1. Review this information with appropriate staff.
2. Contact the Bureau of Coordinated and Integrated Services if you have questions.